

## South Central Region CQI Program Regional Structure

### Regional Description

Encompassing the mass portion of the southern border counties of Middle Tennessee as well as several rural counties south of Nashville, the South Central Region consists of twelve counties total. Bedford, Coffee, Lincoln and Moore Counties comprise the eastern third of the region. Marshall, Maury, Lawrence and Giles Counties comprise the middle third of the region and Hickman, Lewis, Perry, and Wayne Counties comprise the western third of the region. With counties such as Perry and Moore being smaller in population size, they are typically linked together with the closest nearby county: Perry to Wayne and Moore to Lincoln County.

The South Central Region's economy contains a unique mixture of agriculture, industry, and tourism services. From the heart of the Tennessee Walking Horse breeding and training grounds in Bedford County to the General Motors production factory in Maury County to the internationally recognized Jack Daniels Distillery in Moore County to the annual music festival, Bonnaroo which brings millions of music fans out to the rural Coffee County each year, South Central Region contains an economy as diverse as its heritage.

Here in the South Central Region there are approximately 200 employees stationed in various offices with a total of 20 Team Leaders, 5 Team Coordinators, and a Regional Administrator (Please note the Deputy Regional Administrator is vacant at this time). The South Central Region is consistent about setting goals for improvement, building a foundation of strong leaders, and attaining a support system for each worker, which in return helps to promote a customer focused environment throughout. The South Central region actively uses the Quality Practice Process and operates on a model that utilizes Quality Circle Continuous Quality Improvement (CQI) Teams formed by interested employees around specific Practice areas. These teams serve as the core of South Central's CQI process, both developing individual practice improvement goals around their area of expertise but also taking related referrals from field staff and providing feedback and guidance around these issues.

### Leadership CQI Workgroup(s)

The leaders of each of the 9 of our Quality Circle Teams meet on the 4<sup>th</sup> Thursday of each month to discuss Region-wide issues, referrals from field staff, data reviews in order to track, monitor, and identify areas of growth, and to report out on the work being done by their Quality Circle Team. It is an opportunity to foster communication between multiple Circles on issues of shared interest or concern.

Additionally, during the 2<sup>nd</sup> week of each month, a Regional Leadership Team is held so that Regional Leadership staff members and other various staff including well-being team members, Data Coordinator, Fiscal, and Team Leaders can attend. This meeting serves as an information sharing type source and to help develop strategic plans to best implement needed improvement areas.

**CQI Workgroups**

Each of our Quality Circles has been assigned a Quality Service Review Indicator that is pertinent to the foundation of their circle. Each circle incorporates that indicator into their monthly meetings in regular discussions and more specifically before and after the Quality Service Review.

**Quality Stakeholder**

Assigned Indicator: Informal Supports and Community Involvement

The Quality Stakeholder Involvement Circle is tasked with being our point people to ensure that Providers and Community Partners have access to our Regional CQI process. The team consists of Resource Linkage staff, community partners from our Community Advisory Boards, and other interested DCS staff. The team has been assigned the Informal Supports and Community Involvement QSR indicator as it is believed the key to building strong informal supports for families' lies in partnership with community outreach programs. This team works very closely with the In-Home Tennessee projects and most members also participate in one of three workgroups identified as a need in our area: Communication, Alcohol and Drug, and Family Visitation.

**Quality Budget**

Assigned Indicator: Formal Supports

The Quality Budget Circle brings together staff from our Fiscal division and our Placement Services division along with select members of Regional Leadership to develop strategies to more efficiently utilize our Regional budgets to maximize value per dollar spent. This team has been assigned the Resource Availability and Use QSR indicator as they are the initial gatekeepers for many of the services and placements used to score this indicator.

**Quality Well-Being**

Assigned Indicator: Ongoing Functional Assessment

The Quality Well-Being Team consists of the members of our Well-Being team, including the CANS Consultant, Educational Specialist, Psychologist, Regional Nurse, and SAT Coordinators. They are tasked with ongoing tracking and adjustment of the Regional Well-Being Triage meetings to keep them responsive to changing Regional needs. They have been assigned the Ongoing Functional Assessment QSR indicator due to being the experts to interpret many of the formal assessments conducted for families.

**Juvenile Justice Leadership**

Assigned Indicator: Teamwork and Coordination

The JJ Leadership Team is composed of the Team Coordinator and Team Leaders for all Juvenile Justice Teams in our region. Additionally, the Team Leaders rotate each month in bringing an FSW to the meeting. The team is our primary resource for developing JJ specific strategies for practice improvement. The JJ Leadership Team has been assigned the Teamwork and Coordination QSR Indicator because this has been noted as a strength among our JJ staff and it is hoped they can develop strategies for all staff to learn from their expertise.

**Social Services Leadership**

Assigned Indicator: Transitions

The Social Services Leadership Team is composed of all Team Coordinators and Team Leaders for the Region's Social Services teams. Additionally, the Team Leaders rotate each month in bringing a Family

Service Worker to the meeting. The team is our primary resource for developing Social Services specific strategies for practice improvement. The Social Services Leadership Team has been assigned the Transitions QSR Indicator. This is an indicator that has done extremely well in our past Quality Service Reviews.

**CPS Leadership**

Assigned Indicator: Engagement

The CPS Leadership Team is composed of all Team Coordinators and Team Leaders for the Region's Child Protective Services teams. Additionally, the Team Leaders rotate each month in bringing an FSW to the meeting. The team is our primary resource for developing CPS specific strategies for practice improvement. The CPS Leadership Team has been assigned the Engagement QSR indicator. As CPS are often the first DCS staff to come into contact with our clients, it is believed that effective Engagement begins with them.

**Recruitment and Retention Circle**

Assigned Indicator: Appropriateness of Placement

The Recruitment and Retention Circle is dedicated to working with interested staff and community partners to develop a larger pool of available foster homes to choose from, as well as the streamlining of the initial and ongoing search for Kinship placements for custodial and non-custodial children. The team is currently targeting specific areas in the Region to focus on recruitment efforts and building more foster home resources. As a deep pool of available foster homes is the best way to ensure placements are selected to match and not just based on bed availability, the Recruitment and Retention Circle has been assigned the Appropriateness of Placement QSR indicator.

**Quality Data Circle**

Assigned Indicator: Planning

The Quality Data Circle is made up of the Data Coordinator, Field Customer Care Representative, Continuous Quality Improvement, a Team Coordinator, Team Leaders, Facilitation staff as well as interested staff from all disciplines throughout the region. Previously the Quality Data Circle existed as two different circles: The Quality Assurance Circle and a sub-circle TFACTS Circle, but the team decided to adjust by combining the two as related issues were being discussed in both areas. The Quality Data Circle Team focuses primarily on the various Quality Assurance measures available through the Region, planning around CQI and QSR, data improvement and understanding, development of tools to better assist staff with understanding the data entry system, as well as the work we do with families through our Child and Family Team Meetings. This team has been assigned the Planning QSR Indicator due to the presence of the Facilitation Units on the team.

**HR/Facilities Circle**

Assigned Item: Facilities and HR

The Human Resources and Facilities team is made up of the Regional Administrative Services Assistant, Training Coordinator, and representatives from the Office safety teams. This Circle will handle referrals from staff regarding building and HR issues, as well as handling internal building and Human Resources issues. Rather than being assigned a QSR indicator, this team's focus will be on preparing the Region's buildings, Human Resources, and Training files for maintaining Accreditation.

**Regional CQI Schedule**

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Quality Stakeholder	Team sets date following each meeting.	Candi Mitchell, TL	Candi Mitchell, TL
Quality Budget	Meets Quarterly: 2 <sup>nd</sup> Monday of each quarter	April Cline, Fiscal	Georgia Whitehead, Fiscal
Well-Being Circle	Meets every Tuesday	Melissa Lowe, CANS Consultant	Tracy Brock, SAT Coordinator
Juvenile Justice Leadership	Meets the 3 <sup>rd</sup> Friday of every month	Shayne Davis, TC	Shayne Davis, TC
Child Protective Services Leadership	Team sets date following each meeting.	Jamie Brown, TC	Kari Cochran, Regional Secretary
Social Services Leadership	Meets the 3 <sup>rd</sup> Thursday of the month	Ann Aschbacher, TC	Kari Cochran, Regional Secretary
Recruitment and Retention Circle	Meets Quarterly: 1 <sup>st</sup> Tuesday of each quarter	Lawanda Meneese, TC	Sabrina Hill, Kinship Coordinator
HR/Facilities	Meets Quarterly: Teams sets date following each meeting	Anita Brown, ASA	Bonnie Parker, Giles Co. Secretary/Training Coordinator
Quality Data	Meets the 2 <sup>nd</sup> Monday of every month	Chris Griffy, Data Coordinator	Chris Griffy, Data Coordinator
Regional Leadership Team	Meets the 2 <sup>nd</sup> Tuesday of every month	Lisa Williamson, RA	Kari Cochran, Regional Secretary
Quality Practice Team	Meets the 4th Thursday of every month	Jamie Brown, TC	Kari Cochran, Regional Secretary

**South Central Quality  
Practice Circles**